

Division of Parking Services



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE

About Us
1/5/2021

Parking Services: Who We Are



Current Staff = 45 FTE

Parking Services: What We Do

Parking Services, a division of the Department of Public Service, is responsible for the administration, enforcement, operations, and management of public parking in the City of Columbus. The division also sets policy and manages parking and access programs. The division is separated into four (4) different sections:

- Business Office
- Enforcement
- Meter Operations
- Policies & Strategies

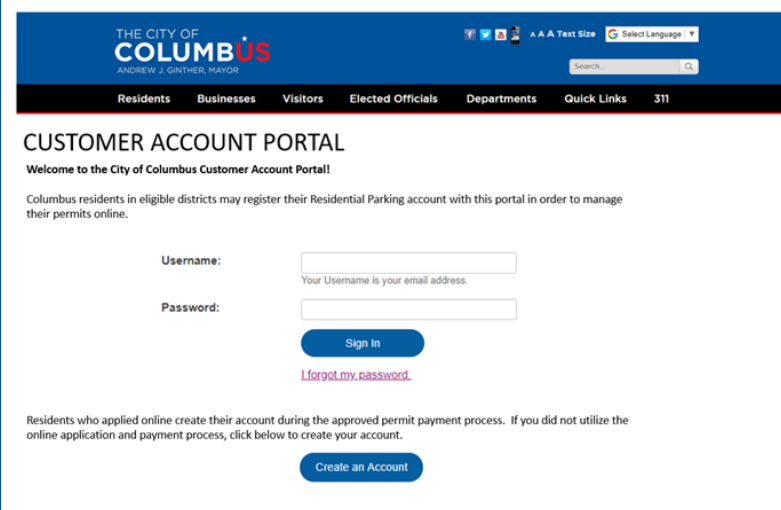


Business Office

Responsible for the administration of Parking Permit Programs including permit issuance; handles financial transactions for the Permit Programs, Parking Citations, Impound release & other permitting programs. The Business Office serves as the retail storefront for the Parking Services Division.

Key Statistics (2020)

- 11 staff members
- 20,751 permits issued
- Approx. \$317,768 in permit revenue
- Nearly 9,982 vehicle releases
- Over 34,000 customer calls



The screenshot shows the 'CUSTOMER ACCOUNT PORTAL' for the City of Columbus. The header includes the city logo, mayor's name, and navigation links for Residents, Businesses, Visitors, Elected Officials, Departments, Quick Links, and 311. The main content area welcomes users and provides instructions for creating a Residential Parking account. It features input fields for Username (with a note that it should be an email address) and Password, followed by 'Sign In' and 'Create an Account' buttons. A link for 'I forgot my password' is also present.

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Residents Businesses Visitors Elected Officials Departments Quick Links 311

CUSTOMER ACCOUNT PORTAL

Welcome to the City of Columbus Customer Account Portal!

Columbus residents in eligible districts may register their Residential Parking account with this portal in order to manage their permits online.

Username:

Your Username is your email address.

Password:

[Sign In](#)

[I forgot my password.](#)

Residents who applied online create their account during the approved permit payment process. If you did not utilize the online application and payment process, click below to create your account.

[Create an Account](#)

Enforcement

Responsible for the enforcement of all parking ordinances & policies in the Public Right of Way & off-street public parking facilities owned, managed & operated by the City of Columbus. Parking enforcement officers facilitate compliance with posted & non-posted parking regulations to ensure access to businesses & places of residence.

Key Statistics (2020)

- 17 staff members
- Just over 88,000 citations issued
- Over \$3 million in citation revenue



Meter Operations

Responsible for meter revenue collection & the overall health of the parking meter system. This section is also responsible for the temporary bagging of meters and the installation and removal of meters and posts.

Key Statistics (2020)

- 8 staff members
- Over 3,500 single space “smart” meters
- 8 parking kiosks
- Varying rates & time limits by area
- Approx. \$4.7 million in paid parking revenue
- 68% revenue from meters, 32% through mobile payment

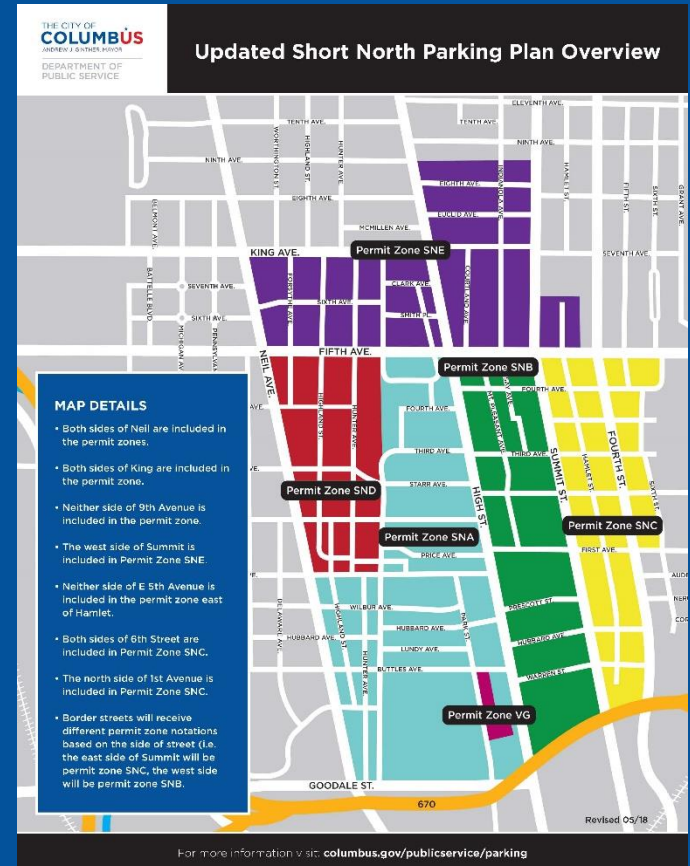


Policies & Strategies

Responsible for the management & administration of existing parking programs, including the permit parking, valet, car share and loading zone program. This section oversees parking & access area management plans, parking projects & strategies and community outreach to facilitate access to Columbus neighborhoods & business districts.

Key Initiatives

- 4 staff members
- Parking Management Plans
- City-Wide Strategic Parking Plan
- Rules & Regulations updates



Contact Us

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